MAITRI as sole point of contact for availing services offered by Labour department in the state of Maharashtra.

GOVERNEMENT OF MAHARSHTRA
INDUSTRIES, ENERGY AND LABOUR DEPARTMENT
Government Circular No. Misc-2017/C.R.No.1/Lab-9
Mantralaya, Mumbai 400 032.
Dated- 12 September, 2017

Ref: Government Resolution Department Of Industry Energy and Labour No.

MEM-2015/C.R.105/Ind-8,dated 11-2-2016

Introduction:

The Department of Industrial Policy & Promotion (DIPP) under Ministry of Commerce & Industry, Government of India, has issued a Business Reforms Action Plan 2017 for States / UTs. This initiative by the Government of India is taken to improve the Ease of Doing Business across the states in the country. The States will be evaluated based on their compliance with the parameters mentioned in the Action Plan 2017. DIPP will carry out the evaluation based on timely responses for approvals of various applications, the feedback given by investors about their experience of using the facilities and responses provided by the robust grievance redress mechanism in place.

The State Government has also adopted the Ease of Doing Business Policy in accordance to its Make in Maharashtra Policy. The Labour Department has adopted and implemented various business reforms suggested by the DIPP as per the Business Reforms Action Plan. Labour Commissionorate, Directorate of Industrial Safety and Health and Directorate of Steam Boilers provide services online in stipulated timeframe to facilitate Ease of Doing Business as mentioned in the Government Resolution dated 11-2-2016, under reference. These services include Registration of Factories, Factory Plan Approval, Factory License, Contract Labour License, Boiler Registration etc.

In order to facilitate the Make in Maharashtra programme & to provide factories/business all NOCs / permits / permissions required pre-operation / during production / after production immediately and at ease, the Government of Maharashtra has established MAITRI - single window cell vide Government Resolution dated 11/2/2016. MAITRI consists of an online single window portal where the investor can apply for various approvals/ certificates/ NOCs/ permissions and a physical bureau which helps the investor expedite the process of receiving the approvals and act as an appellate authority in exceptional cases via helplines. MAITRI Single Window is being implemented as an initiative to enhance the ease of doing business scenario for businesses in the State. At present various services of Labour department are provided online. However to have single point of contact for all industry and business related services as per the Directives of DIPP business reform Action Plan 2017, the proposal to declare the MAITRI cell as sole point of contact for services of Labour Department was under consideration.

<u>Circular –</u>

Considering the above fact Government of Maharashtra here by directs that, "MAITRI Single Window cell shall be the sole point of contact for various online services/permissions provided by Commissioner of Labour, Directorate of Industrial Safety and Health and Directorate of Steam Boilers and it is mandatory that all the applications should be submitted online through the single window."

The guidelines for its implementation shall be issued by Commissioner Labour, Director, Industrial Safety and Health and Director, Steam Boilers.

This Government circular of Maharashtra Government is available at the website www.maharashtra.gov.in. Reference no. for this is 201709121727117310. This order has been signed digitally.

By order and in the name of the Governor of Maharashtra.

Digitally signed by Shashank M. Sathe
Date: 2017.09.12 17:18:16 +05'30'

(S.M.Sathe)
Deputy Secretory to Government

To,

1. Principal Secretary to the Hon'ble Governor of Maharashtra.
2. Principal Secretary to the Hon'ble Chief Minister of Maharashtra.
3. Private Secretary to the Hon'ble Minister (Labour) of Maharashtra.
4. Private Secretary to the Hon'ble Minister of State (Labour) of Maharashtra.
5. All Private Secretaries to All the Hon Ministers/ Ministers of the State.
6. Chief Secretary of Maharashtra.
7. Private Secretary to the Hon'ble Leader of Opposition, Maharashtra Legislature Assembly, Vidhanbhavan, Mumbai.
8. Private Secretary to the Hon'ble Leader of Opposition, Maharashtra Legislature Council, Vidhanbhavan, Mumbai.
9. Labour Commissioner Maharashtra, Bandra-Kurla complex, Mumbai.
10. Director, Directorate of Industrial Safety and Health, Bandra-Kurla complex, Mumbai.
11. Director, Steam Boilers, Bandra-Kurla complex, Mumbai.
12. All Departments of Mantralaya, Mumbai.
13. All Desk officers in the Industries, Energy and Labour Department.